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News Release

Growth in Demand for Verizon's Fiber-Optic-Based FiOS Services Spurs Verizon to Hire More Employees for California Customer Support Center

Company Is Rapidly Expanding Delivery of Its Industry-Leading FiOS Internet and TV Services

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OXNARD, Calif. - Spurred by significant growth in deployment and demand for its fiber-optic-based Internet and TV services around the country, Verizon is seeking to fill approximately 50 more positions at its state-of-the-art Fiber Solutions Center (FSC) here.

The company, which has already hired 64 new FSC employees in Oxnard since October, is seeking additional Internet technical support associates to help consumers and business customers who purchase new FiOS broadband and video products delivered over Verizon's new, all-fiber network.

"Employees at the Fiber Solutions Center are playing a key role as Verizon provides our FiOS customers with an unprecedented broadband and video experience," said Kathy Koelle, senior vice president and general manager for Verizon's West Coast region. "Our employees are trained in all aspects of this new technology so that they can help our customers get the most out of the very best broadband and entertainment services available."

Verizon is deploying its fiber network in more than half the states where it provides landline phone service, including California. The new technology uses fiber-optic connections - instead of copper wire - all the way from Verizon network centers directly into homes or businesses. With fiber optics it is possible to provide a broad array of voice, data and video services with greater reliability, quality and capacity than any other technology.

Verizon is building the nation's largest all-fiber network directly to customers. Only Verizon's FiOS network has earned the certification of the independent Fiber to the Home Council for providing fiber all the way to customers' homes and businesses.

Verizon plans to pass 18 million premises with its fiber network by the end of 2010, or more than 50 percent of the approximately 33 million households in the company's 28-state wireline service area. The FiOS network buildout is on target to pass a total of 6 million premises by year-end 2006, with an additional 3 million a year planned through 2010.

Verizon has set a target of 725,000 FiOS Internet customers and 175,000 FiOS TV customers by year-end 2006. More than 1 million households are already currently eligible to purchase FiOS TV services, due to Verizon's significant

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progress in obtaining state and local cable franchises.

Specially trained fiber-customer-support analysts and fiber-network technicians in the Fiber Solutions Center handle calls from customers in California and other Western states who buy FiOS Internet and FiOS TV services. The center's staff also supports Verizon technicians who install the new products, answering technical questions and remotely diagnosing and correcting problems. The positions offer salary ranges of up to $24.97 an hour, based on education and/or experience. Verizon also offers paid training and a complete benefits package, including tuition reimbursement, medical and dental insurance, 401(k) and vacation time.

Some of the requirements for the new positions include:

- Basic understanding of communications networking components such as routers, LAN topology, Ethernet and network interface cards, as well as a working knowledge of PC hardware/software functionality.
- Training, education or experience related to PC home-networking technology.
- Working at a computer terminal assisting internal and external customers.
- Must be willing to work regularly scheduled hours including days, evenings, nights, weekends and holidays as required. Overtime may also be required.

Job responsibilities include:

- Answer incoming calls from customers with order inquiry and/or trouble reports.
- Providing fiber-to-home activation support.
- Analyzing and isolating trouble conditions.
- Initiating service-order corrections and changes.
- Understanding of PC components and functionality, the ability to work with customers on the telephone and to isolate/resolve problems with the equipment at a customer location.

Candidates for the new positions can apply and schedule testing by visiting: www.verizon.com/fiberjobs.

Verizon Communications Inc. (NYSE:VZ), a New York-based Dow 30 company, is a leader in delivering broadband and other wireline and wireless communication innovations to mass market, business, government and wholesale customers. Verizon Wireless operates America's most reliable wireless network, serving nearly 57 million customers nationwide. Verizon's Wireline operations include Verizon Business, which operates one of the most expansive wholly-owned global IP networks, and Verizon Telecom, which is deploying the nation's most advanced fiber-optic network to deliver the benefits of converged communications, information and entertainment services to customers. For more information, visit www.verizon.com.

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